

key opinion metrics december 1st, 2001 | january 15th, 2001

number of ratings by user experience (total: 100):

20

excellent very good satisfactory fair poor

 192	~

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	20	10			10							excellent
experience overall	20				20							very good
*	20		20									satisfactory
	20	10			10							fair
	20		20									poor
	%	10	20	30	40	50	60	70	80	90	100	**
very high satisfaction	50											≮user e
high satisfaction	20											experienc
average satisfaction	00											riend
low satisfaction	00											e
very low satisfaction	00											
don't know/no opinion	30											

value of the cite	20			10	10							excellent
value of the site	20			20								very good
*	20		20									satisfactory
	20	10			10							fair
	20				20							poor
	%	10	20	30	40	50	60	70	80	90	100	‹‹‹ user
very high satisfaction	70											
high satisfaction	30											experience
average satisfaction	00											rien
low satisfaction	00											Ce
very low satisfaction	00											
don't know/no opinion	00											

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80

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contant design usphility				excellent	technical reliability anad		
content, design, usability				very good	technical reliability, speed		Γ
*				satisfactory	×		
				fair			
				poor			Ļ
				«« user experience			
c=content d=design u=usability	С	d	u	rien	tr=technical reliability s=speed	tr	
% of total positive ratings	80	90	70	Ce	% of total positive ratings	100	
% of total neutral ratings	20	10	20		% of total neutral ratings	00	
% of total negative ratings	00	00	10		% of total negative ratings	00	

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oveellant			±.
 excellent			t1
very good			dsl 728kbps
satisfactory			dsl 384kbps
fair			modem 56k
poor			modem 28k
‹‹‹ user experience			‹‹‹ user connection
rien	tr	S	ecti
ce	100	80	on
	00	10	
	00	20	